MADIE TICKET SUBMISSION GUIDANCE

Before submitting Help Desk ticket to CQL Issue Tracker or MADiE Issue Tracker:

- ✓ Confirm primary measure library is using current versions for data model and included supplemental libraries available as documented in the MADiE Version Information document available on the Training & Resources tab of the MADiE public website).
- ✓ Confirm the issue is not included in Known Issues posted to the on the Training & Resources tab of the MADiE public website.
- ✓ Review available documentation:
  - o Training & Resources tab on the MADiE public website:
    - ▪ MADiE User Group monthly slides
    - ▪ MADiE User Guide
    - ▪ MADiE CMS ID Deletion Request Form
    - ▪ MADiE Measure and Library Sharing Request Form
    - ▪ MADiE Measure or Library Ownership Transfer Request Form
    - ▪ MADiE Revert Measure Version Request Form
    - ▪ MADiE Independent Testing Supplemental Guide
    - ▪ MADiE Release Notes – posted with each MADiE release
  - o Additional training materials located under 'Did you know?':
    - ▪ Transfer of Ownership
    - ▪ Viewing, Sharing and Deleting Measures and Libraries
    - ▪ Log In and Measures (training video)
    - ▪ QI-Core Test Cases (training video)
  - o QI-Core Implementation Guide profile structure definitions and QI-Core Patterns
  - o HL7 CQL Reference and Author Guide
- ✓ Review JSON Test Case Guide (Training & Resources tab) and *QI-Corev4.1.1 Test Case Template* measure in MADiE which contains a test case with commonly used QI-Core profile examples.
- ✓ Consult with subject matter experts (SME).

If a ticket is being created with either tracker, please include the following if relevant to inquiry:

- ✓ Model (QDM/QI-Core)
- ✓ MADiE Measure/Library Title and CBE Identifier (when applicable)

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- ✓ MADiE Measure/Library URL (the URL that displays when on the CQL Editor tab)
- ✓ MADiE measure export zip file (or full measure CQL in a .txt file, if unable to provide URL or export file)
- ✓ MADiE test case group and title name
- ✓ MADiE test case URL (include for each test case referenced in ticket)
- ✓ MADiE test cases export Excel zip File (or full test case JSON in a .txt file, if unable to provide URL or export file)
- ✓ Screen prints with partial CQL and/or JSON that highlight the issue you are reporting.
  Note: These are only helpful accompanied with the whole files.
- ✓ When reporting a bug in MADiE to the MADiE Issue Tracker, please include:
  - o Time observed
  - o Browser
  - o Steps to reproduce
  - o Impacts to upcoming deadline (This will help inform prioritization.)
  - o Estimated number of users impacted
  - o Screen print of error message or bug, if applicable

Submit the following to the CQL Issue Tracker:

- ✓ User is experiencing a CQL error in the MADiE CQL Editor that is not resolved after reviewing resources (see list above) and consulting with SMEs
- ✓ User is unable to resolve JSON test case error message(s) after reviewing resources (see list above) and consulting with SMEs
- ✓ MADiE test case results are not as expected, and the following has been confirmed:
  - o JSON does not contain validation errors
  - o Valid CQL
  - o Appropriate utilization of QI-Core Profiles: HL7.FHIR.US.QICORE\QI-Core Profiles - FHIR v4.0.1

Submit the following to the MADiE Issue Tracker:

- • Enhancement requests
- • Issues accessing the applications after verifying network or internet connection

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- Tool performance issues in which do not subside after verifying network or internet connection

- Error message received which instructs the user to contact the Help Desk

- Clarification needed for functionality after review of resources (listed above)

- MADiE CQL error that was not resolved after review of available resources, consulting with SMEs and/or CQL Issue Tracker

- MADiE test case error that was not resolved after review of available resources, consulting with SMEs and/or CQL Issue Tracker

- MADiE measure export inquiries

- Issues with the measure HTML file (referred to as the 'Human Readable'), in the measure package export

- MADiE test case export (QRDA or Excel) inquiries

- Library deletion requests